

# Our Claim Philosophy

March 2023

Perpetual Superannuation Limited (PSL) is a member of the Perpetual Limited Group of Companies (Perpetual). As one of the most trusted providers of financial products and services in Australia, Perpetual has been entrusted by generations of Australians to manage, grow and protect their wealth. In doing so, we know that we can make a difference to the lives of our members.

## Our Claims Philosophy

Our claims philosophy is that we are here to serve you and we know that trust is earned. Our professional and considerate Trustee Claims team oversee the claims process so that all claims are managed in a timely and appropriate manner.

We understand that claims are made during very difficult times.

When it comes to claims processing, timeliness and communication are important factors in providing the best experience for claimants. We will always look for better and efficient ways to make our claims process easier.

We will always strive to:

- Treat you fairly and with honesty
- Treat you with compassion and respect
- Provide a claims process that is clear and transparent
- Use plain language when communicating with you
- Provide timely and relevant communication
- Work with you to get the appropriate outcome

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The Fund's PDS issued by PSL should be considered. A copy of the PDS or updated information can be obtained by calling us on 1800 022 033 or visiting our website [www.perpetual.com.au](http://www.perpetual.com.au). No company in the Perpetual Group (Perpetual Group means Perpetual Limited ABN 86 000 431 827 and its subsidiaries) guarantees the performance of any fund or the return of an investor's capital.

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Trust is earned.

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